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Agency and Construction of Digital Citizenship Text in Surabaya

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Abstract: This article discussed the construction of digital citizenship text in Surabaya using the agency on the www.c2o-library.net website and also assessed the significant role of the knowledge accumulated and interactions conducted. The canalization of texts was conducted according to the site design which was divided into several participation spaces for activities and columns for different contents to encourage the adjustment of agencies to their competencies. The agency exists as a prerequisite for the creation of digital citizenship texts in Surabaya through the use of choice of words, phrases, and discourse representing the community but that has been forgotten or marginalized due to modernity. The villages, buildings, food, and ports representing the city were included in the constructed texts while images and photographs were also added for more effectiveness.

Keywords: agency, construction, text, digital citizenship, Surabaya

Introduction

The notion of digital citizenship is developed from the contextualization of the old citizenship by the new media [1]. The concept was further arranged into three domains of political, social, and civil fields by Mosberger with reference to Marshall's opinion [2] on the obligations and duties of individuals in the public. The internet platform was further classified as a medium required for the effective and regular representation of digital citizenship [3].

Through the use of Kellner's cultural perspective [4], scientists such as Jensen [5], Zuckerman [6], and Jenkins [7] formulated the concepts of citizenship as an identity require² by individuals to be active in society. This, therefore, means the scope of the concept is beyond "the right to reside and vote" or "the right to work and prosper" it also includes "the right to know and speak" [8]. Moreover, the examples of the second model of citizenship are more diverse by involving activists in social movements, fan groups, craftsmen as well as documentary filmmakers.

Regardless of the differences in both political and cultural perspectives, digital citizenship is based on the actions of the agency in cyberspace [9] exhibiting different characteristics from the usual practice. The concept involves the ability to construct and connect texts with other discourses on social media through the communication process in both online and offline forums. This space dualism ultimately encourages others to participate in different activities or programs. Moreover, physical space and cyber civics have been reported by Lim [10] to have the ability of equating ideas.

Several digital citizenship developed by internet agencies are identified using constructed texts related to individual intentions or motivations and activities conducted in the virtual universe. This, therefore, means text has become the data defining the type of citizenship built by individuals in the cyberspace [11]. Furthermore, the texts are not only informative, but they have also been reported by studies on digital society to have the ability of initiating and persuading other individuals to be actively involved in digital activism [6], [10], [12].

This study was, therefore, focused on the relationship between agency and the texts causing digital citizenship on the www.c2o-library.net. The texts are constructed by linking different space symbols including words, phrases, and discourses describing Surabaya to mark the presence of digital citizenship in the virtual universe. Moreover, the contents containing new knowledge, joint actions, sharing experiences, or memories are linked to themes and writings in favor of the missing narratives in the city's public conversation.

The www.c2o-library.net was developed as a space to produce and share information as well as to create an ecosystem for open and critical development of knowledge using the library and shared or co-working space (www.c2o-library.net). A systematic program containing several texts, one of which was directed at rearranging people's knowledge of their participation in digital space, was created to achieve this purpose. The narration related to the theme of locality is the main characteristic of the text produced. This was evidenced in the inclusion of the distinctive characteristics of the city of Surabaya in the description of the global marker entity. The concept of locality is defined as the ability of urban space and society to adapt to the pace of modernity.

Literature Review

The virtual space on the internet allows people to connect with each other and has become an arena or a means of exchanging information and several other contents such as data, text, sound, images, and video combined, integrated and distributed across networks [13]. Due to the integration of the internet into societal activities, several concepts concerning community behavior have emerged and an example of this is the digital citizenship which is mostly observed among individuals using the internet regularly and effectively for several purposes such as political process participation, community development, community problem solving, and public education [3].

Actions and speech in cyberspace are used in identifying digital citizens. They are also characterized by their ability to participate and share content, the capacity to filter and track information, and hacking skills [9]. Individuals actively using the internet are labeled digital citizens in line with the citizenship status in the normal or real social system [11]. However, irrespective of people's profession and status in the real world, if the focus of their activities is not fully on the internet, they are not categorized as digital citizens.

In the Indonesian context, the presence of internet cafes such as the known "warnet" is the foundation for the existence of citizenship in cyberspace [10]. This is in line with the findings of previous academics that the presence of internet cafes in the early 2000s was the beginning of individual citizen activism in cyberspace. Another research showed approximately 60 percent of internet activity in the country in the mid-1990s is conducted in the cafes.

The existence of the internet is one of the drivers of social change in Indonesia in the 90s. This was evidenced with the successful subversion of the New Order's panopticon prison which controlled every aspect of social life, from private to public activities, to the end of Soeharto's downfall. The introduction of the internet made the search and sharing of information possible without state control [10].

All forms of individual activism in cyberspace are identified from the text produced. This shows the text is not just a document formed from written and oral languages, it is a reality perceived by the writer [14]. There is, however, a relationship between the texts used in conventional and digital media such that the meaning is not necessarily within them but in the surrounding social context [15].

Due to its role in mediating individual/community activities, the internet has been discovered by some academics to have the ability to drive the emergence of civil society [10], [12] or as a form of citizenship. It also aids the active participation of individuals with professional backgrounds in the co-creation and co-development of the media [16]. Further, digital concepts are not only related to the effects or impacts of technology [17]. They involve technological thinking and acting processes enabling development and this is the reason abstraction, codification, self-regulation, virtualization, and programming are integral parts of digital concepts. It is important to state that technology is concerned with the social settings of a community before it becomes technical. Digital space is also a kind of social space and product socially produced by space users.

Method

The text analysis method found on www.c2o-library.net and its network was used in this study. This involves the examination of a set of languages, symbols, and images deliberately used by individuals/communities to support propositions as well as to communicate the experiences and lives of its users. This analysis views the message within the texts as a reflection of the historical, cultural, political, and ethical contexts of the individuals producing them.

The text in this study describes the whole sign related to humans both in the linguistic-defined way involving written and spoken languages [14], [18] and those associated with every act of language use. Texts have been discovered to have the ability to produce verbal and visual signs such as

advertisements, television, comics, films, fashion, dance, theater, sculpture, architecture, and urban planning. It is verbally divided into oral and written and visually categorized into pictures, illustrations, photographs, and paintings or computer-generated imagery.

Text is a real product of knowledge in an individual or community. It is not just a document in the form of written and spoken language on the digital space but an interpretation of reality [15]. However, knowledge is described as a system that responds to external stimuli to produce an output or response. This means texts are not narrative and autonomous, they are related to one another and this connectedness brings out the meaning in them.

Digital space enables individuals to become part of a global collective environment articulating and promoting knowledge as cultural values and practices through digital texts without any limitation created by long distances. According to Deuze, digital society provides participatory space for activism on cyberspace, and the texts used in the process are not just copied and pasted but has its own logic. Moreover, it has discarded the boundary between economic and cultural work, production and consumption, creating and utilizing media, and between active and passive participation [16].

The concept of intertextuality has been discovered to be the formation of texts and expressions from previous ones while ensuring complementation. For example, Bakhtin analyzed both written and oral expressions from different documents such as scientific reports, novels, and news, and compared the approaches of the authors with previous speakers or authors. Each of the expressions was found to be connected with a chain of communication while other words were evaluated, assimilated, voiced, and re-expressed in other forms.

The texts reproduced became a discourse because it has been reinterpreted based on certain cursive structures [19]. However, the views of the objects are formed within boundaries and limitations determined by discursive structure and practices and with further effects on the change in the objects [20].

Result And Discussion

Canalization of the Digital Citizenship Agency

In contrast to the conventional media which is limited to the writing of a text, digital media allows the loading or writing of unlimited text. The direct implication of this is the strategy used in the presentation or exclusion of a particular text through the concept of "what is included and what is excluded". For example, conventional media eliminate text directly digital media divides it into columns and ensures none is excluded on the platform.

The www.c2o-library.net site explores Surabaya's public space as a source of text with the contributors or writers placing themselves as both the objects and subjects. The community is allowed to participate according to their knowledge, interests, and skills irrespective of the differences in class, gender, age, and level of education.

The site is designed in such a way it is divided into several scopes and discussions to indirectly create a digital space for every individual willing to contribute. Some examples of these spaces are Surabaya Book Map, *Ayo Rek*, Cergambore, and Manic Street Walker (MSW) each possessing different characteristics and created to differentiate focus on subjects of interest for visitors.

Canalization is indirectly an evaluative process for contributors to submit posts on the site. Each of the columns and spaces created has different requirements, for example, individuals with limited competence are not allowed in sections requiring high thinking skills such as *Ayo Rek* while those with artistic skills are needed in Cergambore but not in *Ayo Rek*.

The strategies employed by *Ayorek* in arranging and designing information on Surabaya do not involve the novelty aspect of the topic. The writing theme is not in accordance with the styles used in both digital and conventional mainstream media. It, however, involves the collection, sharing, and arrangement of knowledge on Surabaya and city life through different stories, actions, questions, ideas, know-how, challenges, and solutions.

Five themes are used on the site to classify texts submitted by the community and they include city, culture, work, village design, and life. The city page discusses the village, history, and cross-city while the culture aspect is focused on cultural stories, event reviews, and media related to Surabaya. Its contents are not limited to art or high culture because it also contains books, comics, zines, music, and films in SUB/SIDE which is a netlabel managed by *Ayorek*. Moreover, the work page deals with connecting live, village design focus on problem-solving while the life page discusses people, lifestyle, health, and others.

Cergamboree is a French-Indonesian comic festival which features studio/comic artists from Indonesia and France. It was held in collaboration with *the Institut of Français d'Indonésie center de Surabaya* (IFI Surabaya) between 2009 and 2013 with a focus on different themes. The event involved the exhibition of artworks as well as the explanation of their meanings by the artists. The comic works were further cataloged by the committee, printed, and distributed on digital pages.

Some activities have, however, been discovered not to require writing competencies or artistic talent and the www.c2o-library.net website makes it possible for everyone to participate through the organization of certain activities such as a city walk in the form of Manic Street Walkers (MSW) program and digital map creation through Book Map. It is a participatory product specifically designed to show the location or place related to books such as government and public libraries, reading parks, bookstores, publishers, writers, and others in Surabaya. Moreover, the platform is continuously updated with new information. Manic Street Walkers (MSW) is a walking activity program on the site which was started on 31 December 2011 to observe, understand, and enjoy the city of Surabaya closer by walking. It is conducted without an official tour guide in the spirit of spontaneity to find surprises about the city and its inhabitants through exploration and direct interaction with everything encountered on the trip. There is no requirement to be a participant on this trip and this means everyone is allowed. They only need to be present on the appointed day and follow the route set by the program manager.

There is no requirement to be a participant on this trip and this means everyone is allowed. They only need to be present on the appointed day and follow the route set by the program manager. The excitement and experience in this activity were recorded as notes on the digital media pages of several participants accompanied with photos used as a marker of their participation as well as the narration of how they became involved in MSW. These excitements were shared to attract responses from their network and, according to Zuckerman, the participants *"are used to being able to share their perspectives and views with the world, and to see their influences in terms of how many people read and share their words"*[6].

There is absolute collaborative work between activists at www.c2o-library.net and the community. This is necessary because the development of knowledge is only possible when the information on the map is constantly being updated. The intensity of the community struggling with an activity is not only at the level of discourse but also creative activism towards established knowledge. This involves exploring important gaps not previously explored and, one of these is the provision of a guide for the people in need of books to read, borrow or buy. This, therefore, led to the creation of a Surabaya Book Map by www.c2o-library.net to provide guidance on road maps for individuals with other scientific interests apart from ordinary directions.

Digital Citizenship Text Form

The development of digital citizenship knowledge on www.c2o-library.net is determined by the text focusing on efforts to link several forms of citizenship to the city space, subjects therein, and the writer. The defeated city space, as well as the villages, buildings, food, ports, and other city icons which were symbols of the exotic Surabaya in previous times, have become an interesting text content for writers and a model for further development. The texts described the changing urban space does not necessarily diminish the locality of the people and the writers have reported the spirit of Surabaya city is represented in a space "defeated" by the changing times.

Some unusual terminologies appear repeatedly on the www.c2o-library.net and, even though they are not interesting at a glance, they have links with the idea of activism in the digital space. Some of these include creative industry, technology, and media workers, healthy market, freelance employment contracts, and creative content. They all represent the language diction rarely discussed in digital citizenship. These phrases and words represent an old concept developed in society using a different landscape. They were used by writers to show the conventional work patterns inherent in the agency can no longer be maintained and this further causes criminal threats and hacking by irresponsible parties.

The writers connect words or phrases with flexible contemporary narrative models containing easily understood language and this reflects their imagination of the targeted audience. This is founded on their understanding of the fact that knowledge is easily transmitted through the ability to predict the psychology of prospective readers. Moreover, the type of language used in inviting readers to participate in discussions on the website is also very important in passing information across accurately. This is in line with Arjun Appadurai's (1996) opinion that language **plays an important role in the process of** transmitting knowledge using technological mediation. With a combination of images, it aids the transformation of the mediascape into narrative writing from reality with story structures

such as plots, characters, and others formed to describe the writer's imaginations of life in other hemispheres.

This was found to be possible because the agency acts as a mediator of knowledge using the information obtained from reading and critical reflection on the modernity of the community. The site is used by agencies to socialize and internalize knowledge within and outside the network during the occurrence of social problems. Mainstream media, including digital and non-digital ones, are usually exempted because they are considered part of the problem.

Conclusion

The emergence of the digital citizenship text is, however, a continuation of offline activism as a form of public criticism for digital space users with the ability not to accept the knowledge content existing in both online and offline spaces. These agency have the competence to produce information by assessing and evaluating the existence of subjects living in Surabaya, especially those using the internet extensively.

The analysis showed the intention of the agency to comprehensively explore the existence of Surabaya city space and other important individuals. These attributed were also discovered to be rejuvenating the history and symbols of the city that are slowly being forgotten.

The description was further presented by the agency through the linkage of complex social contexts and this led to the creation of themes that are not merely informative but also reflective of historical lines in the present situation. This, therefore, distinguishes the texts on the site from those in digital and conventional mainstream media with a similar theme.

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